



**Town of Billerica  
MIS Department**

Annual Report  
Fiscal Year 2015 (July 1, 2014 - June 30, 2015)

Chris Bartlett  
Director of Technology

The MIS/IT Department is tasked with helping employees with technical problems; troubleshooting, enhancing functionality, and building a cost-saving infrastructure for the Town. This work is perpetual and ever-evolving.

Continuing from FY '14, the MIS/IT department successfully completed several initiatives. The following is a list of some of the larger projects that accompanied the day-to-day operations:

1. Began a 3-year lease with new PC in late 2014. In early 2015, configuration and deployment began, and that work continued for the duration of the fiscal year.
2. Continued a Town-wide rollout of "PeopleGIS". Specifically, this new system has now completely replaced our old permitting software used by many departments, mainly the Building Dept.
3. Began a project to replace every individual phone system in use by Town offices into a singular, centralized Voice Over Internet Protocol (VoIP) system. By Fiscal Year's end, Town Hall and Public Safety (Police, EMS, and Fire) had been switched over.

Fiscal Year '15 saw many major improvements in not only the MIS/IT Department, but in the Town as a whole. In addition to the aforementioned "major" projects, the MIS/IT Department continued to solve problems that were both new and old and performed a great deal of day-to-day operational tasks to improve the systems we use and the way we communicate. We work diligently on the website and are expanding our use of social media. All of this work is ongoing. We look forward to continuing to expand our services and improve them so that the Town's employees have better, more modern systems which will allow them, in turn to better serve the residents of Billerica.

Respectfully,

Chris Bartlett  
Director of Technology